

**Nova Scotia Labour and Workforce Development
Annual Accountability Report for the Fiscal Year 2010-2011**




NOVA SCOTIA
Labour and Workforce Development

Fairness, safety and prosperity

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1. Introduction

Departmental Strategic Goals and Priorities

This *Accountability Report* provides information on the Department of Labour and Workforce Development's performance in relation to the goals, priorities, performance targets, and budget expenditure targets presented in its 2010–2011 Statement Mandate and in the context of its Vision and Mission.

Vision

Fairness, safety and prosperity for all Nova Scotians by living, learning and working to our highest potential.

Mission

Create winning conditions by fostering the social and economic well-being of Nova Scotians by:

- protecting Nova Scotia's people and property;
- anticipating and responding to workforce needs;
- promoting safety at work, home and play;
- ensuring fairness at work;
- supporting life-long learning; and,
- building capacity to seize opportunities.

The five principles of partnership, shared ownership, innovation, protection and talent development greatly influenced the formation of the six strategic goals and determination of the priorities that fall within them. These principles have guided our operations throughout the 2010–2011 fiscal year:

- 1) **Partnerships:** Develop and strengthen policies, processes, structures and relationships to achieve outcomes both internal and external to the Department.
- 2) **Shared ownership:** Share responsibility among stakeholders.
- 3) **Innovation:** Foster innovation both within the Department of Labour and Workforce Development and among our partners.
- 4) **Protection:** Ensure that businesses/individuals comply with legislation, regulation and best practices.
- 5) **Talent Development:** Develop our people to create a vibrant, healthy workforce.

The *five principles of partnership, shared ownership, innovation, protection and talent development* greatly influenced the formation of the six strategic goals and determination of the priorities that fall within them. This report details the work that has been done over the past year to meet these goals and address key priorities.

Strategic Goal:

1) Nova Scotians will have safe, healthy and supportive workplaces and communities.

Strategic Priorities

- Through programs and learning opportunities, encourage individuals to adopt and practice a culture of safety at work, at home and within their community.
- Protect the economic and social interests of Nova Scotians as they relate to gaming, the sale of liquor, theatres and amusements.
- Improve compliance through education, inspections and strategic action to protect Nova Scotians and their communities.

Strategic Goal:

2) Nova Scotia has a fair, equitable and stable labour environment.

Strategic Priorities

- Protect and balance the rights and interests of workers and employers regarding employment standards, injuries, and pensions within the context of current labour market conditions.
- Foster effective labour/management relations protecting employer, employee and union rights and benefits in order to secure labour market stability.
- Support inclusive and diverse workplaces and communities by increasing equitable access to the labour market.
- Establish Department legislation and initiatives that incorporate current worker and workplace trends by assigning clear responsibility and accountability that will ensure Nova Scotia is responsive to change.

3) Nova Scotia is able to identify and respond to provincial workforce requirements.

Strategic Priorities

- Support active participation in the workforce by ensuring Nova Scotians have opportunities to access meaningful employment and appropriate skill sets.

- Provide the structure, processes, and supports to enable the portability and transferability of skills and the improved mobility of workers.
- Build the necessary infrastructure that develops and disseminates labour market information to support all stakeholders with workforce planning information to make informed decisions.
- Create a new workforce development framework that optimizes resources by integrating programs and services which involve multiple government and industry stakeholders.

Strategic Goal:

- 4) Through flexible and responsive education and training programs, Nova Scotians will share in and contribute to the economic and social prosperity of Nova Scotia.**

Strategic Priorities

- Engage and empower people who are traditionally under-represented in the workforce by addressing barriers to education, training and employment.
- Provide and ensure Nova Scotians have access to flexible and responsive continuing education, career development and training programs, encouraging their full participation at work, at home and in their communities.
- Undertake continuous improvement and development of the adult education and training system to ensure relevance, timeliness and responsiveness.

Strategic Goal:

- 5) In collaboration with partners and stakeholders, we will anticipate and plan for the challenges and opportunities for a changing economy.**

Strategic Priorities

- Assist employers and other stakeholders in adapting to workforce opportunities and challenges arising from a rapidly changing external environment.
- Respond to and support the transition to a service and technology-based economy and workplace.
- Support responsive regulatory requirements where protections are not compromised and where flexibility helps Nova Scotians to prosper and to compete.
- Make evidence-based decisions through policy excellence throughout the Department.

Strategic Goal:

6) Labour and Workforce Development is a Preferred Employer.

Strategic Priorities

- Build a cohesive new departmental identity and engage staff in the process of identifying opportunities to collaborate and build new relationships within the Department.
- Introduce a talent management framework that will help optimize staff development, retention, engagement and attraction.
- Develop a culture of value and recognition by investing in a positive workforce culture which incorporates employee development and wellness.

2. Accountability Statement

The accountability report of the Department of Labour and Workforce Development for the year ended March 31, 2011 is prepared pursuant to the Finance Act and government policies and guidelines. These authorities require the reporting of outcomes against the Department of Labour and Workforce Development Statement of Mandate for the fiscal year 2010-2011. The reporting of the Department of Labour and Workforce Development outcomes necessarily includes estimates, judgments and opinions by management of the Department of Labour and Advanced Education, the successor Department.

We acknowledge that this accountability report is the responsibility of the Department of Labour and Advanced Education management. The report is, to the extent possible, a complete and accurate representation of outcomes relative to the goals and priorities set out in the Department of Labour and Workforce Development 2010-2011 Statement of Mandate.

Minister

Deputy Minister

3. Message from the Minister

During the 2010-11 fiscal year, we saw major changes since the former Department of Labour and Workforce Development tabled its 2009-10 Accountability Report.

In October 2010, responsibility for the voluntary sector, and its 24,000 volunteers and workers, moved to DLWD from what is now the Department of Health and Wellness.

On Jan. 7, 2011, the Premier announced a restructuring of government that included the formation of the Department of Labour and Advanced Education (DLAE), with an expanded mandate. DLAE assumed responsibility for post-secondary education, which offers a wider range of resources to develop the workforce of tomorrow.

In addition, DLAE integrated the Office of Immigration and the Advisory Council on the Status of Women into its operations, while the Alcohol and Gaming Division moved to Service Nova Scotia and Municipal Relations.

During the 2010-11 fiscal year, we continued to make progress on our four-year strategic plan, adapting as necessary to reflect our new mandate.

During the Spring and Fall 2010 sitting of the House of Assembly, legislation was passed to provide greater protection for volunteer firefighters and ground search and rescue volunteers; clarify the role of arbitrators in labour relations disputes; amend the Trade Union Act to merge six labour and workplace boards into one Labour Board, and set up a Labour Management Review Committee.

Last fall, our government also passed the Nova Scotia School for Adult Learning Act, enshrining the spirit of life-long learning in legislation. In the 2010-2011 school year, 3,220 people enrolled in courses delivered at our adult high schools, community organizations and Nova Scotia Community College.

As the fiscal year drew to a close, the department was preparing legislation to revamp student assistance program, better protect temporary foreign workers arriving in Nova Scotia, and promote greater workplace safety by increasing the maximum fines available under the Occupational Health and Safety Act.

Efforts to make Nova Scotia's workplaces safer and healthier continued to pay dividends. In its 2010 Annual Report, the Workers' Compensation Board noted that loss-time injuries, where a worker cannot work his or her next shift after an injury, are at their lowest level in 15 years.

In June 2008, the Province of Nova Scotia entered into two agreements with the Government of Canada, the Labour Market Development Agreement and the Labour Market Agreement, that continue to make life better for workers and their communities across the province. The department's Employment Nova Scotia division manages these agreements for the province.

We are making progress in other areas. In 2010-2011, 847 people were certified in the designated trades. We are also regularly updating our trade regulations to keep pace with current industry practice.

Labour Services is also an active and changing branch in our department. Many forms and relevant information became web-accessible in our process of streamlining how our agencies, boards, committees and tribunals work and minimizing the paperwork burden on citizens. Labour Standards staff resolved 1210 work-related complaints last year. The conciliation staff of the Conciliation and Labour Tribunals Division also helped unions and employers reach 100 collective agreements last year.

An important goal for this government is living within our means. Through a multi-year strategy, the average tuition for a Nova Scotian student in our universities dropped below the national average last year. In February 2011, I announced a 4 per cent reduction to university funding for 2011-12. I also capped tuition increases at 3 per cent to protect students and to keep our tuition at or below the national average. In 2010-11, for the first time, we extended tuition reductions to students from out-of-province.

Summing up, it has been an exhilarating time to be Minister of this department. I want to extend my thanks to our staff, our sectoral partners across the province, and to everyone who participated in our programs with the intention of building a safer, fairer and brighter future for themselves, their families, their community and their province.

Sincerely,

Marilyn More
Minister of Labour and Advanced Education

4. Financial Results

	2010-11 Estimates	2010-2011 Actual
Program & Service Area	(\$thousands)	(\$thousands)
Administration	742	667
Policy, Planning and Professional Services	1,705	1,339
Safety	19,129	16,207
Labour Services	6,685	6,328
Skills and Learning	154,657	144,991
Total Gross Departmental Expenses	182,918	169,532
Additional Information:		
Revenues	6,036	6,599
Fees and other charges	2,634	2,625
Recoveries	150,773	141,326
Total Ordinary Revenues, Fees and Recoveries	159,443	150,550
TCA Purchase Requirements	3,038	2,789
Provincial Funded Staff (FTEs)	263	233

5. Measuring Our Performance

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Nova Scotians will have safe, healthy and supportive workplace and communities.

Outcome: Nova Scotians will lose less time from work due to workplace accidents or illness.

Measure: The duration of lost-time claims

What does this measure tell us? Calculated using the composite duration index, a complex measure of how long workers are off the job due to injury, the duration of lost-time claims helps to indicate the severity of workplace injuries. Usually, the longer a worker receives benefits, the more severe the injury. Other factors may influence this measure, such as shifts in healthcare policies and practices.

Where are we now? In 2009, the number of serious injuries fell below 7,000 for the first time in over a decade. In 2010, the number stayed static but the trend has been downward, approaching the Atlantic Canadian average. The Atlantic Canadian average will need to be reduced significantly to reach the national average. The Nova Scotia target has not been met on an annual basis since 2000.

	2006	2007	2008	2009	2010
Nova Scotia	105	102	95	98	98
Atlantic Canada	91.74	91.8	97.52	92.66	N/A
Canada	67.7	67.74	68.98	69.81	N/A

Data source: Association of Workers' Compensation Boards of Canada

Where do we want to be?

Together with the WCB and other Workplace Safety Insurance System partners, the department's target is to have the average five-year composite duration of lost-time claims in Nova Scotia at or below the Atlantic Canadian average. The Department will continue to work with the WCB to identify high accidents firms and sectors and frequent types of accidents. It will also continue to use this information to target compliance promotion activities and inspections more frequently.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Nova Scotians will have safe, healthy and supportive workplace and communities.

Outcome: Nova Scotians will lose less time from work due to workplace accidents or illness.

Measure: New lost-time claims per 100 workers.

What does this measure tell us?

The number of new time-loss claims resulting from workplace injuries or industrial accidents per 100 workers represents the lost-time claims rate. This rate is calculated as the number of new lost-time claims times 100, divided by the total number of workers for the period. NOTE: The Workers' Compensation Board compiles statistics by calendar year, not fiscal year.

Where are we now? Over the last five years, the injury rate trended downward. In 2009, the injury rate for time-loss claims per 100 covered employees was 2.26. In 2010, it was 2.1.

Injury rates per 100 workers

	2006	2007	2008	2009	2010
Nova Scotia	2.8	2.57	2.48	2.26	2.1
Atlantic Canada	1.96	1.66	1.86	1.75	N/A
Canada	2.6	2.26	2.12	1.82	N/A

Source: Association of Workers' Compensation Boards of Canada

Where do we want to be?

Although the rate is decreasing, we would like to be at or below the national average for loss-time claims and be at or below the Atlantic Canadian average. Together with its partners, the department will continue to work closely to identify high accident firms and sectors and frequent types of accidents. The Department will continue to use this information to more effectively target compliance promotion activities and inspections.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Nova Scotians will have safe, healthy and supportive workplace and communities.

Outcome: Improve inspection and compliance systems

Measure: Total number of inspectors with access to the ATS system.

What does this measure tell us?

The Department's Occupational Health and Safety Division regularly interacts with its clients and workplace contacts throughout the Province. Such interactions involve inspections, investigations and prosecutions as well as business services (i.e., responding to requests for information and inquiries, hosting training sessions and promotional events, etc). To track these activities and also to allow access to the data, the Division has established a computerized Activity Tracking System (ATS) in mobile and office-based versions.

An increase in the number of inspectors with access to the ATS system will improve consistency and effectiveness of information transfer to and from the Department and its inspectors.

Where are we now?

All Labour and Advanced Education staff members, including all inspectors, now have access to the Activity Tracking System. All staff now has the capacity to input information to this tracking system, thus allowing for great efficiency and information-sharing.

Where do we want to be?

We want to maintain present levels of access to the Activity Tracking System.

Changes in measures

Measure under review.

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal :

Nova Scotians will have safe, healthy and supportive workplace and communities.

Outcome:

Improve the protection of ticket lottery players

Measure:

Compliance rate with the new *Atlantic Lottery Regulations*

What does this measure tell us?

Monitoring compliance helps the Department to assess how well regulations are both understood and obeyed, and identifies specific problem areas so that resources can be used effectively.

The desired outcome of compliance with the new *Atlantic Lottery Regulations* throughout 2009 and 2010 is consumer protection. One of the Department's strategies to protect consumers and increase public confidence in the gaming services sector is to conduct site inspections and work with licensees to ensure they comply with all applicable Acts and regulations. The new Regulations will also require approvals for all new lottery products and the internal operating procedures of the Atlantic Lottery Corporation.

Where are we now?

Responsibility for Alcohol and Gaming has been moved to Service Nova Scotia and Municipal Relations on January 7, 2011.

Where do we want to be?

To be reflected in Service Nova Scotia and Municipal Relations reporting.

Changes in measures

As responsibility for Alcohol and Gaming has been moved to Service Nova Scotia and Municipal Relations effective January 7, 2011, this measure will no longer be part of the DLWD Accountability Report.

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Nova Scotia has a fair, equitable and stable labour environment.

Outcome: A stable labour relations environment

Measure: Lost time due to strikes and lockouts

What does this measure tell us?

The measure is an indicator of labour stability, an important factor for economic competitiveness. Comparison with national rates helps the Department monitor trends, set targets and determine priorities.

Where are we now?

In Nova Scotia, we report to Statistics Canada on the time not worked as a percentage of total working time. In 2010-2011, there were five work stoppages, most of which were of short duration. In 2010- 2011, N.S. had a ratio of .02 days lost to work stoppages – which is the national average.

Where do we want to go/be in the future?

We want to be below the national average for lost time due to strikes and lockouts.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Nova Scotia has a fair, equitable and stable labour environment.

Outcome: Timely dispute resolution process for employees and employers in non-unionized workplaces.

Measure: Average time for *Labour Standards Code* complaints to be assigned an officer.

What does this measure tell us?

This measure provides an indication that staff are responding promptly to complaints and preventing accumulation of backlog. Reduction in the average time for complaints to be assigned an officer assists the Labour Standards Division in achieving its vision as a provider of timely, impartial, respectful and knowledgeable dispute resolution services.

Where are we now?

In 2010/11, on average, complaints were assigned to a labour standards officer 13 days after they were received by the Labour Standards Division.

Where do we want to be?

The formal service standard is that labour standards complaints are assigned to an officer within two weeks (14 calendar days) of receipt. That standard was met, on average, in 2010/11.

The Labour Standards Division would like to reduce the assignment delay to 7 calendar days. We will continue to seek efficiencies to try to meet that target.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Nova Scotia has a fair, equitable and stable labour environment.

Outcome: Streamline functioning of agencies, boards, commissions and tribunals

Measure: Improved forms and ease of access

What does this measure tell us?

Improved forms and ease of access help expedite information retrieval on the part of stakeholders and members of the public, and allow for faster service delivery on the part of the Department.

Making Department forms and all relevant information web-accessible as part of our wider initiative to streamline the functioning of agencies, boards, commissions and tribunals, enables workplace stakeholders and members of the public to more easily understand and exercise their regulatory responsibilities, rights and contacts.

Where are we now?

In 2010, regulations to the *Trade Union Act* were changed to remove the requirement that multiple copies of documents must be filed with the Labour Board. Forms were updated and made accessible on the website.

Where do we want to be?

All Labour Relations forms are available on line for downloading.

Changes in measures

There are 15 forms available on line. As we move into the future, we want to be able to file these forms electronically, as opposed to mail and fax and want to explore additional efficiencies and ease of access through the use of electronic filing and business processes.

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Nova Scotia is able to identify and respond to provincial workforce requirements

Outcome: Modern trade certifications that reflect current standards

Measure: Number of regulations updated

What does this measure tell us?

This measure is reflective of the Department's efforts to maintain efficient government operation while improving service delivery regarding the trades and ensuring all trades people receive the training required to perform their work (i.e., training that meets or exceeds current standards).

Where are we now?

Trade regulations need to be updated to coincide with current industry practice. The Nova Scotia Apprenticeship Board has reviewed ten (10) trades in the 2010-2011 fiscal year.

Where do we want to be?

The Nova Scotia Apprenticeship Board will continue to review and make amendments to Trade regulations. The next trades scheduled for Cabinet approval are:

- Bricklayer
- Construction Electrician
- Refrigeration and Air Conditioning Mechanic
- Alarm and Security Technician
- Automotive Glass Technician
- Ironworker
- Landscape Horticulturist
- Welder
- Boatbuilder
- Sprinkler System Installer

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Nova Scotia is able to identify and respond to provincial workforce requirements

Outcome: Reduce barriers to labour mobility

Measure: Requirements imposed on workers certified in another jurisdiction.

What does this measure tell us?

This measure highlights the variance that exists among jurisdictions with regard to certification standards and the resultant administrative burden associated with cross-jurisdictional employment.

Where are we now?

Engagement continues with regulatory bodies to implement the *Fair Registration Practices Act* (FRPA) and amendments to Chapter 7 of the Agreement on Internal Trade (AIT). The Fair Registration Practices Office has been created and has prepared the FRPA 2010 Annual Report. Work was also done to develop common interpretations of Chapter 7 of AIT across Canada. Additionally, analysis was completed on the first group of target occupations as part of the Pan Canadian Framework for the Assessment and Recognition of Foreign Qualifications. A three-year contribution agreement with HRSDC worth \$1.3 million was signed; it will provide stakeholders in NS funds to meet the obligations of FRPA and achieve the benchmarks of success of the Pan Canadian Framework.

Where do we want to be?

The contribution agreement will result in: projects to improve credential assessment and labour market access being funded, an online reporting tool and database, and increased stakeholder capacity through forums and targeted workshops. Consultations and analysis will also occur with the second group of target occupations from the Pan Canadian Framework. NS will develop a formal notification procedure on proposed regulatory changes impacting labour mobility; post the province's exceptions to full labour mobility and work nationally to reduce the number of occupations with legitimate objectives.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Nova Scotia is able to identify and respond to provincial workforce requirements

Outcome: Usage of career planning and labour market information

Measure: Increased site traffic to the Career Options Website

What does this measure tell us?

Increased site traffic to the Career Options website is indicative of the rising need among Nova Scotians for high-quality labour market information to support informed decision-making. The measure is also reflective of enhanced Department efforts to provide accurate, responsive, and accessible labour market information. The Federal/Provincial Relations and Research Division continues to promote the Career Options website with the goal of increasing site traffic.

Where are we now?

Between April 1, 2009 and March 31, 2010, there were a total of 836,234 page views on the site. There were 989,039 page views between April 1, 2010 and March 31, 2011, which was an increase of 152,805 page hits from the previous year.

Where do we want to be?

Our target is to continue to increase the number of hits on the Career Options website.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Through flexible and responsive education and training programs, Nova Scotians will share in and contribute to the economic and social prosperity of Nova Scotia

Outcome: Improved employment outcomes for Nova Scotians via the Labour Market Development Agreement (LMDA)

Measure: Number of EI-eligible clients that find employment

What does this measure tell us? The number of EI eligible clients that find employment indicates the extent to which the programming and supports provided through the Labour Market Development Agreement are appropriate to support successful job finding. As the labour market in Nova Scotia changes, so to must the programs and supports provided to clients. This measure assists in ensuring that the programs and supports funded are meeting the needs of Nova Scotians.

Where are we now? The targeted number of clients employed in the 2010-2011 fiscal year was 6,000. As of the end of the third quarter (December 2010), 5,558 EI eligible clients who were funded under the LMDA were employed. Projections indicate that Nova Scotia is on track to meet this target.

The department is still waiting for final 2010-2011 data from Human Resources and Skills Development Canada (HRSDC). This data was not available at the time of the development of this report but will be included in subsequent Accountability Reports.

Where do we want to be? Given that the number of clients employed is a function of the number of clients served and that both of these factors are functions of the budget money available, the goal for Nova Scotia is to ensure that the number of clients employed in any given year is maximized. In the 2011-2012 fiscal year, the target number of clients employed is 7000.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal :

Through flexible and responsive education and training programs, Nova Scotians will share in and contribute to the economic and social prosperity of Nova Scotia

Outcome:

The savings to the EI Part I account measure is the balance of EI claims that were not paid due to the clients finding employment prior to the claim ending.

Measure:

Savings to the EI Part I account

What does this measure tell us?

The number of EI eligible clients that find employment indicates the extent to which the programming and supports provided through the Labour Market Development Agreement are appropriate to support successful job finding. As the labour market in Nova Scotia changes, so must the programs and supports provided to clients. This measure assists in ensuring that the programs and supports funded are meeting the needs of Nova Scotians.

Where are we now?

The targeted savings to the EI account in the 2010-2011 fiscal year was \$30.0 million. As of the end of the third quarter (December 2010), \$35.93 million had been saved. As the above projections indicate, Nova Scotia has already exceeded this target.

The department is waiting for final 2010-11 data from Human Resources and Skills Development Canada (HRSDC). This data was not available at the time of this report but will be included in subsequent Accountability Reports.

Where do we want to be? The overall goal for the future is to ensure that clients are employed as quickly as possible. Nova Scotia has set a target of \$35.0 million to be saved to the EI Part I account for the 2011-2012 fiscal year.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal :

Through flexible and responsive education and training programs, Nova Scotians will share in and contribute to the economic and social prosperity of Nova Scotia

Outcome:

Improved delivery of LMA (Labour Market Agreement) services

Measure:

Client satisfaction score

What does this measure tell us?

Nova Scotians receiving LMA-funded support may be low-skilled and employed (full or part-time) or unemployed (and ineligible for EI benefits). This measure allows us to determine the value of LMA programs and services to each individual, their relevant background and circumstances and to the labour market as a whole.

Where are we now?

Clients funded in the 2009-2010 fiscal year were surveyed at 3 and 12 months following the end of their interventions. 85 per cent of clients rated the program or service as “excellent” or “very good”. Another 14 per cent rated the service they received as “good” and only 1 per cent of clients indicated that the service they received was “poor or very poor”.

The follow-up survey of LMA clients for the 2010-2011 fiscal year is scheduled to be undertaken in July 2011.

Where do we want to be? As Nova Scotia moves to further align its LMA programs and services with other labour market programming, client satisfaction will be a key component in determining the effectiveness of both the program itself and the efficiencies created by further integration. In this pursuit, Nova Scotia will work to ensure that 100 per cent of clients are satisfied with their programs and more clients rate their program or service very good or excellent.

Changes in measures

New measure

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal :

Through flexible and responsive education and training programs, Nova Scotians will share in and contribute to the economic and social prosperity of Nova Scotia

Outcome:

Improved employment outcomes for Nova Scotians via the Labour Market Agreement (LMA)

Measure:

Percentage of clients employed post-LMA intervention

What does this measure tell us? The percentage of LMA clients that find employment indicates the extent to which the programming and supports provided through the Labour Market Agreement are appropriate to support successful employment outcomes. As the labour market in Nova Scotia changes, so to must the programs and supports provided to clients. This measure assists in ensuring that the programs and supports funded are meeting the needs of Nova Scotians.

Where are we now?

In the 2009-2010 fiscal year, 42 per cent of clients served via the LMA were employed. Clients were contacted at 3 months and 12 months after their interventions for a follow-up interview. At 3 months, 51 per cent of LMA clients were employed and at 12 months, 55per cent of LMA clients were employed. This represents a 13 per cent gain in employment for Nova Scotians receiving LMA-funded programs and interventions. The follow-up survey of LMA clients for the 2010-2011 fiscal year is scheduled to be undertaken in July 2011.

Where do we want to be? Nova Scotia will continue to align LMA-funded programming and services with other labour market development programs and priorities. This alignment is expected to further develop efficiency and efficacy among all the labour market-related programs. Nova Scotia expects to witness an increase in the percentage of clients employed, post-LMA intervention.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal :

Through flexible and responsive education and training programs, Nova Scotians will share in and contribute to the economic and social prosperity of Nova Scotia

Outcome:

Increase the number of Nova Scotians who achieve trade certification.

Measure:

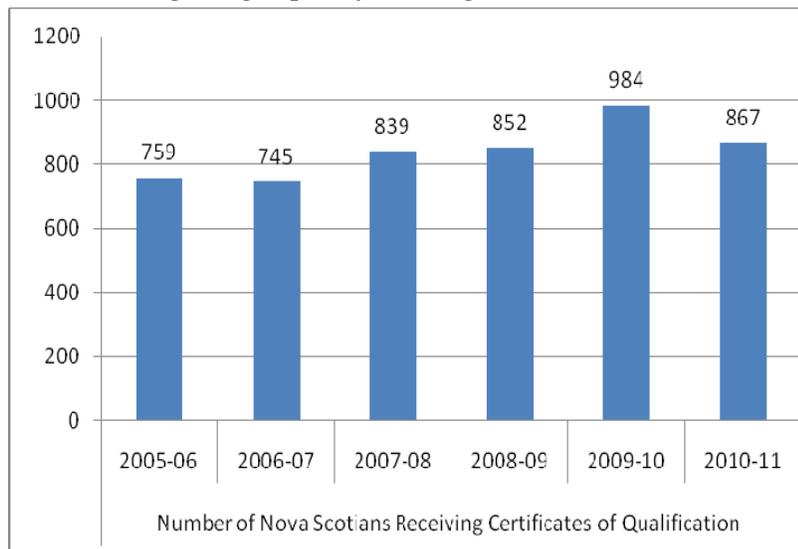
The number of Nova Scotians who achieve trade certification.

What does this measure tell us?

This measure provides data on the number of individuals pursuing and obtaining certification in the designated trades. Certifying skilled trade professionals is critical to industry and the economic health of Nova Scotia. Under the *Apprenticeship and Trades Qualifications Act*, the Department is obligated to provide access to training and certification in designated trades.

Where are we now?

The apprenticeship training and certification system continues to work with industry and other partners to ensure Nova Scotians get high-quality training that meets the needs of employers. Eight hundred and sixty-seven (867) Certificates of Qualification were issued between April 1, 2010 and March 31, 2011. Of these, 499 were issued to completed apprentices, and 273 were issued to trade qualifiers. The number of 2010-2011 Certificates of Qualification seems to be an temporary dip in a generally upward trend.



The main contributing factor is weak labour market demand.

Where do we want to go/be in the future?

Our target is to increase both the number of participants and of program completions.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal :

Through flexible and responsive education and training programs, Nova Scotians will share in and contribute to the economic and social prosperity of Nova Scotia

Outcome:

Reduce accidents for young workers

Measure:

Number of students receiving occupational health and safety training

What does this measure tell us?

Bringing occupational health and safety content to all high school students should, in the future, help decrease the number of accidents for young workers.

Where are we now?

In 2009, a curriculum that was a co-operative project between the Department, the Workers Compensation Board and the Department of Education was piloted to 330 Grade 9 students as part of their Healthy Living 9 course. Because of its success, eight hours of in-class occupational health and safety instruction became part of the compulsory Healthy Living 9 course for all students across the province. The original goal of bringing occupational health and safety content to all high school students was achieved.

Where do we want to be?

In future, statistics on the numbers of students taking occupational health and safety curriculum in high school will be collected.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal :

In collaboration with partners and stakeholders, we will anticipate and plan for the challenges and opportunities for a changing economy.

Outcome:

Streamline regulations and reduce administrative burden

Measure:

Reduce administrative burden

What does this measure tell us?

This measure tracks initiatives undertaken by the Department to promote efficiency by streamlining regulations (i.e., adopting a systematic approach to the simplification of regulation) and reducing administrative burden, resulting in enhanced communication with stakeholders and target groups and increased use of digital solutions.

Where are we now?

The *Technical Safety Act (TSA)* and associated regulations, which were passed in 2008, were not proclaimed until April 1, 2011.

Where do we want to be?

When fully implemented in two phases, the TSA will replace five acts -- the *Amusements Devices Safety Act*, *Crane Operators and Power Engineers Act*, *Electrical Installation and Inspection Act*, *Elevators and Lifts Act*, and the *Steam Boiler and Pressure Vessels Act*. Businesses and tradespeople who work with boilers, pressure vessels, and fuel burning appliances will benefit from safer workplaces through the streamlining and updating of important safety regulations into one act.

Changes in measures

The *TSA* was not proclaimed until April 1, 2001, so initial measurements on the effectiveness of the new legislation will have to be taken at the end of the 2011-2012 fiscal year.

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal :

In collaboration with partners and stakeholders, we will anticipate and plan for the challenges and opportunities for a changing economy.

Outcome:

Improve policy service

Measure:

Per cent of clients that are satisfied with policy service

What does this measure tell us?

This general measure tracks initiatives undertaken by the Department to promote efficiency by streamlining regulations (i.e., adopting a systematic approach to the simplification of regulation) and reducing administrative burden, enhanced communication with stakeholders and target groups and continuous improvement in policy and planning processes.

Where are we now?

Policy services and support to the Department are coordinated through the policy branch. The policy branch works collaboratively with its departmental clients to advance the strategic goals and objectives of the Department. The policy branch has achieved its 2010-2011 targets of 80 per cent of its clients being satisfied with the policy services provided. The Department is implementing the use of an Initiative Tracking System to track Departmental initiatives and projects. The Policy Division also maintains and coordinates legislative tracking, forecasting, planning and includes better regulation, tracking Auditor General recommendation and Accountability Reporting.

Where do we want to be?

Ongoing and continuous improvement of policy development, including integrated policy and planning processes that make appropriate use of electronic and other media to inform, consult, track, and evaluate policy development and support provided with a client satisfaction rate of 95 per cent.

Changes in measures

This measure is under review, as the generic nature of the current measure may not be as useful as it could be with respect to ongoing policy development, assessment or clear indicator of quality of service. A number of feedback options are being considered, including measuring the success of implementing of ITS and other policy tools to provide for ongoing and continuous improvement of policy support to the Department and key stakeholders.

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Labour and Advanced Education is a Preferred Employer

Outcome: Improved staff knowledge of Department programs and services

Measure: Per cent of staff who have completed the orientation program

What does this measure tell us?

An orientation program not only solidifies a new employee's relationship with the Department, it equips them with the ability to perform their jobs effectively and safely and fuels their enthusiasm for achieving Departmental goals and priorities.

An increase in number of staff members who complete the Department's orientation program translates into a reduction in start-up costs associated with learning on the job, as well as reduced employee anxiety and employee turnover. The severity and frequency of accidents in the workplace are additionally reduced through proper orientation.

Where are we now?

99.2 per cent of staff members counted has completed orientations. No historical or baseline data is available.

Where do we want to be?

We want 100 per cent of staff counted to complete orientations.

Changes in measures

This measure may be discontinued in future Accountability Reports.

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Labour and Advanced Education is a Preferred Employer

Outcome: All staff have a career development plan

Measure: Per cent of staff who have developed a career development plan

What does this measure tell us?

Career development plans help ensure greater focus on the Department's annual operational planning. Information provided within career development plans is incorporated into the respective Divisional operational plans, which support achievement of the Department's mission, values and strategic goals through 2013.

Where are we now?

61.2 per cent of all staff members counted has completed a career development plan. There is no historical or baseline data available.

Where do we want to be?

We want 100 per cent of staff to complete career development plans.

Changes in measures

N/A

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Labour and Advanced Education is a Preferred Employer

Outcome: All staff have a performance plan

Measure: Per cent of staff who have had a performance appraisal in the past year

What does this measure tell us?

The performance appraisal process is a process whereby employees and managers collaborate to develop work and career goals that will move both the individual and the organization forward. Goal-setting, continuous coaching and feedback and formal review are all components of a performance appraisal.

The Department's commitment to the performance appraisal process ensures ongoing, open dialogue between employees and management. Articulation of employee achievements or the need for necessary adjustments results in effective project management and provides workers with the direction required to accomplish their goals and further their professional development while contributing to Departmental objectives.

Where are we now?

61.2 per cent of staff members counted has had a performance appraisal in the past year
No historical or baseline data is available.

Where do we want to be?

We need to boost this percentage to 80 per cent in the next year. In the future, 100 per cent of all staff will have a performance appraisal.

Changes in measures

This measure may be discontinued in upcoming Accountability Reports, as it is regarded as an internal management tool.

Labour and Workforce Development

Outcome Measures Data Sheet 2010-2011



Strategic Goal : Labour and Advanced Education is a Preferred Employer

Outcome: French Language Services

Measure: Overall compliance with French-language Services Plan measures will be 80 per cent or greater in 2010/2011.

What does this measure tell us?

Improved compliance with French Language Services Plan measures is an indicator that in accordance with the 2010/2011 French-language Service Plan, the Department has succeeded in building upon existing capacity to provide French-language services to our clients and promoting interest and involvement in service delivery among our employees.

Where are we now?

Labour and Advanced Education comply with all French Language Policies. As well, we accomplished 70 per cent of the planned measures from the 2010/2011 French-language Service Plan.

Where do we want to be?

We will work to attain our goal of overall achievement of the measures set out in the French-language Services Plan at 80 per cent or greater. This will be supported by definite policies on French language services.

Changes in measures

N/A

6. Appendix: Modification of Mandate

In the beginning of 2011, the new department of Labour and Advanced Education was announced. This new department includes the former branches of Labour and Workforce Development including Labour Services; Safety; Skills and Learning; Policy, Planning and Professional Services as well as the recently transferred Volunteerism and Non-profit Sector division. In addition, the new department also has responsibility for Advanced Education, the Office of Immigration and the Advisory Council on the Status of Women. The mandate of Labour and Advanced Education provided below is presented in the order of the former branches and the new entities.

A. Mandate – Labour Services; Safety; Skills and Learning; and Policy, Planning and Professional Services (former Department of Labour and Workforce Development)

These branches work together in making strategic investments in people, programs, services and partnerships that contribute to a fair, equitable, safe, productive and inclusive environment in which to learn, work and live. This work includes the legislative and regulatory administration of over 25 Acts and 100 regulations related to occupational health and safety; workers' compensation; building, fire and technical safety; pensions; labour relations, standards and mobility; and adult education and apprenticeship training.

Labour Services offers dispute resolution services that promote effective workplace relationships and compliance of employers with minimum employment standards; regulation of private pension plans with an emphasis on creating a pension environment where promises can be met; and legal advice, assistance and representation to injured workers served by the Workers' Advisers Program. The branch is also instrumental in overseeing a process for increases to the minimum wage.

The Safety branch employs over 50 inspectors across two primary inspectorates. Compliance tools include public education and communications, standard setting, codes of practice, enforcement and promotion of partnerships. The divisions in this branch focus on the protection of people and property with the primary focus being on the safety of equipment and buildings; fire safety; and safety at work. The branch, along with the Workers' Advisers Program, is a key player in the Workplace Safety and Insurance System.

Improving access among Nova Scotians to labour market information, employment and skills development is an essential outcome of the work of Skills and Learning. Strategic action is also taken to align the needs of employees with those of employers in the broader context of labour market demands. Through adult literacy and essential skills, apprenticeship training and trades certification, employer engagement and workplace initiatives, the branch provides opportunities for individuals to advance at home, in the community or in the workplace.

In addition, the mandate of the new Volunteerism and Non-profit Sector division within the Skills and Learning Branch is to develop a supportive environment in Nova Scotia for the recruitment, retention and recognition of volunteers and to support the development of capacity in the non-profit and voluntary sector to address organizational challenges in insurance, human resource management and legal and regulatory requirements.

Vision

Fairness, safety and prosperity for all Nova Scotians by living, learning and working to our highest potential.

Mission

Create winning conditions by fostering the social and economic well-being of Nova Scotians by:

- protecting Nova Scotia's people and property;
- anticipating and responding to workforce needs;
- promoting safety at work, home and play;
- ensuring fairness at work;
- supporting life-long learning; and,
- building capacity to seize opportunities.

B. Mandate – Higher Education

The Higher Education Branch contributes to lifelong learning by providing funding, services, and support to universities and the province-wide Nova Scotia Community College (NSCC) system to maintain access to high quality post-secondary education and information. Further, this branch supports the provision of the necessary, highly qualified personnel to meet labour market demand and the need for a knowledgeable, engaged citizenry.

The Higher Education Branch coordinates federal–provincial and interprovincial negotiations related to post-secondary education, such as administering the Canada and Nova Scotia Student Assistance programs, including management and stewardship of the Nova Scotia student loan portfolio. Higher Education assists adult Nova Scotians with disabilities to obtain access to and to succeed in post-secondary training, guides universities and the NSCC in the delivery of disability services through research and policy development, and advises the Minister on matters relating to training at private career colleges and develops related policy.

Vision

Full access to lifelong learning opportunities in a high quality post-secondary education system, with accountability of all partners.

Mission

Higher Education promotes equitable and affordable access to quality higher education and knowledge for Nova Scotians in partnership with universities, colleges, federal funders and service delivery providers by:

- Enabling the provision of relevant and high quality post-secondary education and training;
- Negotiating and managing Memorandums of Understanding with Universities on Funding and Fees
- Promoting and guiding responsiveness of the province-wide Nova Scotia Community College to labour market demands;
- Continually assessing and improving the Student Assistance Program
- Monitoring, evaluating, and adjusting grants and service delivery programs for students with disabilities
- Monitoring private career colleges program delivery
- Establishing, measuring, and reporting on accountability criteria for all funded partners

C. Mandate - Office of Immigration

The Office of Immigration is accountable for working with partners in order to:

- attract and retain immigrants in the Province;
- promote the culture of a welcoming community for immigrants, including the raising of public awareness and education on immigration and diversity issues;
- market the Province as an attractive immigration destination;
- strengthen immigration and settlement planning, policy and programming in the Province in order to improve opportunities to attract, integrate and retain immigrants;
- ensure planning and capacity for the effective delivery of immigrant settlement and integration programming in the Province;
- facilitate and promote a co-ordinated approach within the Government to immigration;
- develop advice and provide support to the Government in policy, planning, research and co-ordination in matters involving immigration and settlement.

Mission

To take a lead role in engaging and working with partners to attract, integrate, and retain immigrants, recognizing the important contributions they make to our social, economic, and cultural fabric.

D. Mandate - Nova Scotia Advisory Council on the Status of Women

Mission

To advance equality, fairness and dignity for all women in Nova Scotia.

Vision

A province where all women enjoy full equality:

- where women of diverse cultures, races, religions and sexual orientation
- participate in decisions that affect their lives, families and communities
- where women sit in equal numbers on municipal councils and in the legislature
- where legislation, policies and programs of governments reflect that equality, both in law and in fact
- where women's earning power equals that of men
- where women are welcomed in all professions and trades
- where household work and child care is valued by all and shared equally by women and men
- where women do not have to fear violence in their homes, workplaces or communities
- where women's health and well-being is a priority for women, health care services and government

Mandate

The Council provides advice and brings forward the concerns of women in Nova Scotia to the Minister.

Section 4 of the *Advisory Council on the Status of Women Act* sets out the mandate of the Council:

4. (1) The Council shall

- (a) advise the Minister upon such matters relating to the status of women as are referred to the Council for consideration by the Minister;
- (b) bring to the attention of the Minister matters of interest and concern to women.

4 (2) The Council in carrying out its duties pursuant to subsection (1) may

- (a) receive and hear petitions and suggestions concerning the status of women;
- (b) undertake and recommend research on matters relevant to the status of women;
- (c) recommend and participate in programs concerning the status of women;

- (d) propose legislation, policies and practices to promote equality of opportunity and status; and
- (e) publish reports, studies, and recommendation. (1977, c.3, s.4)

Strategic Goals

- To increase the participation of women in all their diversity in decisions that affect their lives, families, and communities, with particular emphasis on those who face discrimination because of race, age, language, class, ethnicity, religion, disability, sexual orientation, or various forms of family status
- To promote women's economic equality
- To reduce violence against women and girls in communities, workplaces and families
- To improve the health and well-being of women and their families

Core Business Areas

- Policy and research advice
- Information and education
- Community liaison and outreach